



**PHILIPS**

Customer services

Ultrasound

# Built on **trust**

Philips Ultrasound ranked **#1** for 24 years in a row

Philips Ultrasound ranks first in overall manufacturer performance, and 44 other categories based on customer rankings in the 2016 IMV ServiceTrak™ survey. The report reflects the responses of 1,923 imaging professionals measuring satisfaction with manufacturer, system, and service performance.

**Customers were asked to rate manufacturers on performance factors across the product ownership lifecycle, including satisfaction with service, manufacturer and system, service engineer, and training.**

## **Manufacturer performance**

- Overall manufacturer performance
- Probability of repurchase
- Ability to drive industry standards
- Value of system documentation
- System installation process
- Effective communication and coordination of install team
- Overall OEM training program
- Competence of Install Team

## **System performance**

- Overall system performance
- Image quality meets expectations
- System ease of use
- Reliability of transducer probes
- Hardware reliability
- Software reliability
- System uptime meets expectations
- Value of system upgrades

## **Sales performance**

- Sales personnel knowledge of products
- Degree commitments met by sales
- Effective escalation by sales team

## **Service performance**

- Overall service performance
- Current service arrangement meets needs
- Service follow-up
- Availability of replacement parts
- OEM preventative maintenance program
- Effective escalation by service team

## **OEM remote service performance**

- Effective technical support while connected
- Ability to resolve issues while connected
- Proactive resolution without impacting patient care

## **OEM clinical applications performance**

- Overall clinical support
- Ability to resolve clinical issues
- Knowledge of clinical specialists

## **OEM phone support performance**

- Ability to resolve technical issues
- Technical competence of engineers
- Ability of engineers to understand issues

## **Service engineer performance**

- Overall service engineer performance
- Timely phone response by engineer
- Effective troubleshooting by engineer
- Timeliness of engineer arrival on-site
- Degree engineer meets commitments
- Competence of engineer
- Attitude of engineer

## **Emergency service performance**

- Time of phone response from engineer
- Time for engineer to complete repairs
- Number of service calls in last 90 days
- Call-backs within 48 hours

*“Philips Ultrasound ranks first for 45 of the 48 performance factors.”*

# Service that works for **you**

## Our **commitment** to you never ends

These results reflect the Philips commitment to delivering an exceptional sales, service, and education experience to you. Philips provides solutions that address your lifecycle needs so you can focus on delivering high-quality patient care. This is why customers rank Philips number one in probability of repurchasing – our team has a singular focus on customer needs and works together to build a trusted relationship over time. Choosing Philips to fulfill your ultrasound imaging needs is just the beginning. Our commitment to our ultrasound customers never ends.

## **Quality service** from qualified people

The desire to meet commitments is a characteristic we seek and nurture in our sales, service, and education teams. Our customers consistently tell us how much they recognize and value this.

The experience and reliability of Philips service personnel play a significant role in customer satisfaction, as indicated by the highest ranking for overall service engineer performance. Their consistently high-quality performance earns Philips service engineers a top rank for overall satisfaction with the manufacturer.

The success of your organization depends on people. Philips services are designed with that in mind – to help you create healing environments, develop your staff, enhance your organization's performance, and increase patient satisfaction.

Depend on us. The resources, training, and support we offer enable you to focus on what's most important – **your patients.**

## Philips receives **2016 Best in KLAS** award in ultrasound

Philips received **2016 Best in KLAS**<sup>\*</sup> prestigious recognition for our breadth of ultrasound solutions, spanning diagnostic, interventional, point-of-care and software products. The award recognizes Philips' commitment to expanding applications for ultrasound, developing a broad portfolio of innovations to provide the right information the first time for more confident diagnostic decision support.

\* The complete 2016 Best in KLAS: Medical Equipment Report can be found at <http://www.klasresearch.com>.



## About the ServiceTrak<sup>™</sup> survey

ServiceTrak is one of the most recognized and trusted surveys in the healthcare industry. The survey is conducted annually by IMV, an independent healthcare market research company with more than 20 years' experience in analyzing the medical imaging, clinical diagnosis and analytical instrument markets. ServiceTrak reports provide an objective, non-anecdotal benchmark of service levels as measured by actual customer experiences and impressions. Respondents are drawn from a randomized database of US hospitals. The 2016 IMV ServiceTrak Ultrasound All Systems report is based on data collected from 1,923 respondents.



Philips customer services is service that works for you. Visit [www.philips.com/commitment](http://www.philips.com/commitment)